

Army's EEO Complaint Solution



I Complaints

Pam Ray
Mike Gautier

Army EEO Complaints Solution

- DoD solution delayed as NSPS and other projects pushed CATS behind schedule
- Meeting with DoD CPMS august 03 to discuss technical solution
 - Army EEO
 - DOD EEO
 - DOD CPMS
 - Army HR
 - Army EEO technical leadership

Army EEO Complaints Solution

- Interim solution selected
 - Used by 13 other federal agencies
 - Ready to use
 - Modern design
- Decision sequence
 - Ask other users
 - Determine suitability
 - Decide on best solution
 - Get resources

Army EEO Complaints Solution

- Technical Questions
 - Can it take the load
 - Can it fit into the existing infrastructure
 - Can it be rapidly deployed
 - Can our technical team manage and sustain it

Army EEO Complaints Solution

- Technical Answers
 - Large and small users were visited
 - USPS, DOE, DCMA
 - USPS has **very large** caseload
 - DOE, DCMA
 - Works great with small workload
 - Application stable and able to take the load
 - Army's workload is much less than USPS
 - Vendor works fast
 - Compatible with BOA and technical infrastructure

Army EEO Complaints Solution

- **Decision**
 - Satisfying EEO requirement more important than “user friendly”
 - It works for 13 other federal agencies of various sizes
 - Can be customized to meet Army’s needs
 - Has auto generated 462
 - Has data elements for NOFEAR
 - BOA compatible
 - Flexible enough to adapt to eternally changing EEO requirements

Army EEO Complaints Solution

- **Decision**
 - Simple to administer
 - Has case management
 - Legacy records can be imported
 - “Paper” records can be imported
 - Can be deployed rapidly
 - We can start talking to each other again

Army EEO Complaints Solution

- **Timelines**

- Approved by the USAM&RA
- Approved by CPMS
- Contract awarded
- Customizations submitted and are being worked on
- Legacy conversion
- BOA universe
- Security testing
- User acceptance testing
- We get the keys and drive away – approx mid June

Army EEO Complaints Solution

- What we don't like
 - Appeals is weak
 - Informal to formal claims nexus weak
 - Closures need work
 - Design assumptions
 - We suffer from the sins of previous customers
 - Reports are rudimentary

Army EEO Complaints Solution

- What we don't like
 - Appeals is weak
 - Informal to formal claims nexus weak
 - Closures need work
 - Design assumptions
 - We suffer from the sins of previous customers
 - Reports are rudimentary

Army EEO Complaints Solution

- Access policy
 - SANAR on file
 - **Active** BOA user
 - EEO is a single program
 - Complaints processors should be looking at data
 - Awards
 - Separations
 - Promotions
 - Complaints managers get **first** priority

Army EEO Complaints Solution

- Software engineering firm **not** and EEO firm
- Minority owned and operated
- Started the EEO application with IRS
- CMM3 level

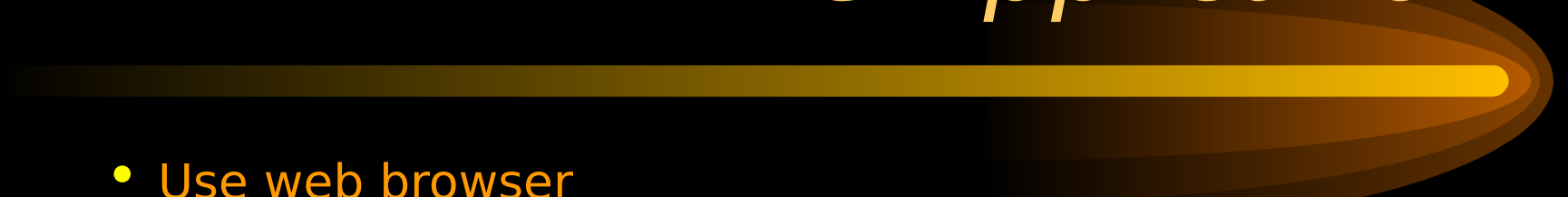
The company
Micropact inc

The Application



- Events Driven
- Roles and Responsibilities
- Agency Configurable
- Agency Hierarchy
- Case Management
- Visual Cues
- Online tutorial

The Application

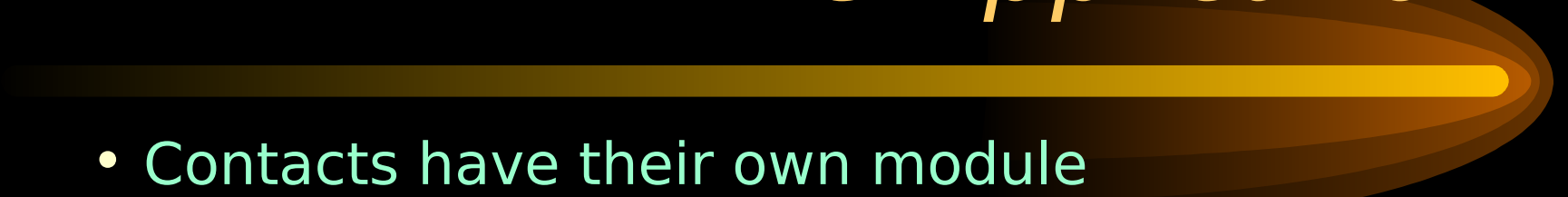


- Use web browser
- Roles and Responsibilities based in security hierarchy
 - MACOMS can see all cases filed against them no matter who the processing office is
 - User permissions depend on assigned roles
 - EEO Manager (officer or manager)
 - EEO Specialist (processor)
 - EEO Headquarters (HQ DA)
 - Managers can move cases to other processors or managers within their role envelope
 - Managers can view case details for all cases within their security envelope

The Application

- Reports in BOA will reflect the security hierarchy
- Docket numbers
 - The creating users office ID becomes part of the docket number and remains with the case until time itself comes to an end
 - Each docket number has a 4 digit sequence number at the end which is unique throughout that calendar year
 - There are **no** different docket numbers for types of cases

The Application



- Contacts have their own module
- Consolidation works like the typical web based item selection modules
- Visual cues Red yellow and green

The Application

- Getting Ready
 - Updated “Paper Records” sheets FAST
 - If you haven’t used BOA yet betting get trained and online
 - BOA Basic training is a MACOM responsibility
 - There will be a validation process to make sure you use BOA and not given the task to someone else... we do know how to spot cheaters

The Application

- Getting Ready
 - Get a scanner
 - Have a shared drive
 - Get used to AKO mail
 - Attaching documents
 - Counselor's reports
 - Notice right to file
 - Notice of Receipt
 - A/D Letters
 - NSA
 - ROI summaries
 - Options letters

The Application

- Getting Ready
 - **Training**
 - I-Complaints and BOA
 - Will be done in DC, close to technical support
 - We will **not** go out and train (that has always been problematical)
 - Get your budgets ready

The Application



- AKO features we're working on
 - AKO Instant messaging
 - Help email address
 - Moderated list server
 - Templates

The Application

- **Assigning logins**
 - AKO style
 - Uses AKO mail
 - Not everyone needs a login
 - Offices with largest case load get first logins
 - Every office will have at least one login
- **Quality controls**
 - Benchmarks
 - Scorecards
 - Comment fields and case details will be used a **lot**

The Application

- Lessons from Legacy and “Paper” records
 - A **lot more attention** to case management is required
 - Data entry discipline has to be enforced
 - QC reports have to run weekly
 - Data analysis is a community responsibility not just the job of complaints managers
 - Attention to detail

The Application

- **Lessons from Legacy and “Paper” records**
 - Data entry discipline has to be enforced
 - We must stop thinking “memo” in databases
 - **No** “Jones #2”
 - **No** “Anonymous Freddie”
 - **No** “#” for complainant name
 - **No** “*” for special notes
 - Docket numbers plus other data elements make the record unique

Army EEO Complaints Solution

Quality controls

Name	SSN
ANONYMOUS	333333333
ANONYMOUS	999999999
ANONYMOUS	
ANONYMOUS	00
ANONYMOUS	
ANONYMOUS	XXXXXXXXXX
ANONYMOUS	ONE AND TWO
ANONYMITY DESIRED	

This is will **not be tolerated**

The Application

- Lessons from Legacy and “Paper” records
 - A lot more attention to case management is required
 - MACOMS need to “graze” the database weekly
 - EEO managers need to examine data bi weekly

The Application



- Managing the Application
 - Policies
 - Operational Principles
 - Evaluations

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print View Source

Address <http://army.icomplaints.com/> Go Links >>

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 14:44:51 EST 2004

Welcome to MicroPact iComplaints System

Access to the MicroPact iComplaints System is restricted to **authorized users**.

>> iComplaints

User ID

Password

log in

© MicroPact Engineering, Inc. 2003

Please submit feedback and questions to [System Administrator](#)

Done

Start Deleted Items - Microsoft ... ICbrief iComplaints - Microsof... Internet 39° 2:47 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

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Back Forward Stop Home Search Favorites Media Print W Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 14:58:01 EST 2004

- My account info
- Useful links

User Information Reference Tables Data Management Reports Tutorials

Home Administration Logout

Add Access Privileges

Available Privileges For Agency	Assigned Privileges For Agency
Army EEO	

Available Privileges For MACOM	Assigned Privileges For MACOM
FOAs of Office, Sec Army Office, Sec Army INSCOM Corps of Engineers Europe-Seventh Army	Installation Mgmt Agency

Available Privileges For Sub-Command	Assigned Privileges For Sub-Command
100th ASG (Grafenwoehr) 104th ASG (Hanau) 20th Support Group & Area IV 221st BSB (Wiesbaden) 222nd BSB (Baumholder)	IMA - Headquarters

Save Cancel

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

3:21 PM

Army EEO Complaints Solution

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iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:21:01 EST 2004

My account info
Useful links

User Information Reference Tables Data Management Reports Tutorials

Home
Administration
Logout

Add Access Privileges

Available Privileges For Agency	Assigned Privileges For Agency
Army EEO	

Available Privileges For MACOM	Assigned Privileges For MACOM
FOAs of Office, Sec Army Office, Sec Army INSCOM Installation Mgmt Agency Corps of Engineers	

Available Privileges For Sub-Command	Assigned Privileges For Sub-Command
EEOCCR HQ, Pentagon OSA HQ, INSCOM National Ground Intel Center USAG - Alaska	USAG - Fort Meade

Save Cancel

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

3:23 PM

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MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:32:59 EST 2004

User Information Reference Tables Data Management Reports Tutorials

Home Administration Logout

Edit System Role

Step 1: Select the role you would like to edit.

[Hide Legend](#)

System Privileges

1 Manage Cases	2 Counsel Complainants	3 Investigate Cases
4 Generate User Reports	5 Generate Mgmt Reports	6 Administer System
7 Manage Resources	8 Access RetrievalWare	9 DBA Access
10 Search a Case	11 Create Formal Cases	12 Create Informal Cases
13 Create Class Action Cases	14 View All Cases	15 Edit All Cases
16 Delete a Case	17 Assign Manager	18 Assign Counselor
19 Assign Investigator	20 View Contacts Tab	21 View Events Tab
22 View Claims Tab	23 View Statutes Tab	24 View Document Tab
25 View Corrective Action Tab	26 View Email Tab	27 View Closure Tab
28 View ROI Tab	29 View Fees Tab	30 View MACOM Against

System Roles

	A	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
Administrator	☒	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Super User	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	
Counselor	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	
EEManager	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	
EESpec	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	

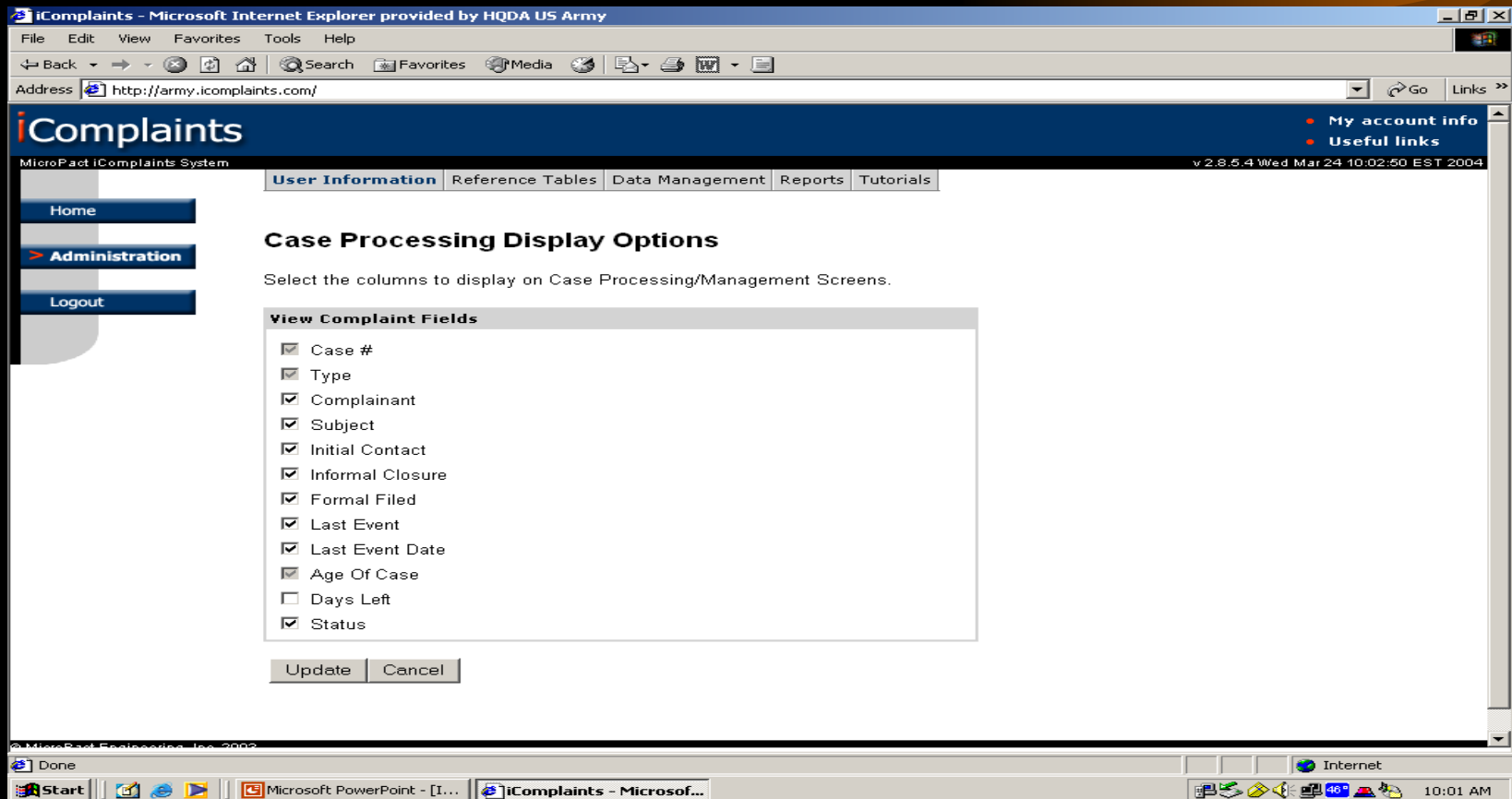
Done

Start | Internet

Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof...

3:35 PM

Army EEO Complaints Solution



Army EEO Complaints Solution

The screenshot shows a web browser window titled "iComplaints - Microsoft Internet Explorer provided by HQDA US Army". The address bar displays "http://army.icomplaints.com/". The page features a blue header with the "iComplaints" logo and navigation links for "My account info" and "Useful links". Below the header, a navigation bar includes "User Information", "Reference Tables", "Data Management" (highlighted), "Reports", and "Tutorials". A left sidebar contains "Home", "Administration" (highlighted), and "Logout". The main content area, titled "Hierarchy Viewer", displays a tree structure of the Army EEO system. The tree is expanded to show the "Corps of Engineers" and its various districts and centers. The Windows taskbar at the bottom shows the Start button, several open applications including "Microsoft PowerPoint", and the system clock indicating "10:03 AM" on "Wed Mar 24 10:05:05 EST 2004".

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

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Address http://army.icomplaints.com/ Go Links

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Wed Mar 24 10:05:05 EST 2004

User Information Reference Tables **Data Management** Reports Tutorials

Home Administration Logout

Hierarchy Viewer

- [-] Army EEO
 - [+] FOAs of Office, Sec Army
 - [+] Office, Sec Army
 - [+] INSCOM
 - [+] Installation Mgmt Agency
 - [-] Corps of Engineers
 - Engineer Dist, Alaska
 - Engineer Dist, Albuquerque
 - Engineer Dist, Baltimore
 - Engineer Dist, Buffalo
 - Engineer Dist, Charleston
 - Engineer Dist, Chicago
 - Engineer Dist, Detroit
 - Engineer R&D Center
 - Engineer Dist, Europe
 - Engineer Dist, Far East
 - Engineer Dist, Fort Worth
 - Engineer Dist, Galveston
 - Humphreys Eng Ctr Sppt Acty
 - Engineer Dist, Honolulu
 - HQ, USACE
 - Eng and Sppt Ctr, Huntsville
 - Engineer Dist, Huntington
 - Engineer Dist, Jacksonville
 - Engineer Dist, Japan
 - Engineer Dist, Kansas City
 - Engineer Dist, Los Angeles
 - Engineer Dist, Louisville
 - Engineer Dist, Little Rock
 - Engineer Dist, Memphis

Start Microsoft PowerPoint - [I...] iComplaints - Microsof... Internet 10:03 AM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print Edit Discuss Real.com Researcher

Address <http://army.icomplaints.com/> Go Links

Home

> Administration

Logout

Edit/View Event Actions [\[Add Event\]](#)

Complaint Type

To view/edit an event sub type click on the link Provided. There is currently a total of **63** event sub types.

	Event Type	Event Action	462 Event Action
Edit/View	ADR	ADR Accepted	ADR Accepted
Edit/View	ADR	Settlement Conference	Settlement Conference
Edit/View	ADR	Fact Finding	Fact Finding
Edit/View	ADR	Facilitation	Facilitation
Edit/View	ADR	Mediation	Mediation
Edit/View	ADR	Mediation rescheduled	N/A
Edit/View	ADR	Other Attempt	Other ADR Attempt
Edit/View	ADR	Rejected By Complainant	Rejected By Complainant
Edit/View	ADR	Other End	Other ADR End
Edit/View	ADR	ADR Failed	ADR - No Resolution
Edit/View	ADR	Rejected By Agency	Rejected By Agency
Edit/View	ADR	ADR Offered	ADR Offered
Edit/View	ADR	Early Neutral Evaluations	Early Neutral Evaluations
Edit/View	ADR	Mediation scheduled	N/A
Edit/View	ADR	Peer Review	Peer Review
Edit/View	ADR	Mini-Trials	Mini-Trials
Edit/View	ADR	Ombudsman	Ombudsman

Start Microsoft PowerPoint - [IC... iComplaints - Microso... Internet 8:40 AM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer

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Address <http://army.icomplaints.com/> Go Links

User Information **Reference Tables** Data Management Reports Tutorials

Home
Administration
Logout

Edit Event Action

[Edit/View Event]

Complaint Type Formal
Event Type ADR
Description ADR Accepted
462 Event Type none

Business Rules

Please answer the questions below in order to establish the business rules for this event.

1. Is this event required?
☐ Yes ☒ No
2. If this event occurs, how many days is the case extended by?
0 Days
3. Is this event action dependent upon other event actions occurring?
☐ No.
☒ Yes, this event action can occur only if **all** of the following selected event actions has occurred.

Event Actions

ADR Failed (462: ADR - No Resolution)
AJ Decision Fully Implemented (462: AJ Fully Implemented)
AJ Decision Not Fully Implemented (462: AJ Not Fully Implemented)

Selected Event Actions

ADR Offered (462: ADR Offered)

Done

Start Microsoft PowerPoint - [IC...] iComplaints - Microso... 8:41 AM

Army EEO Complaints Solution

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File Edit View Favorites Tools Help

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☐ No.
☒ Yes, this event action can occur only if **all** of the following selected event actions has occurred.

Event Actions

- ADR Failed (462: ADR - No Resolution)
- AJ Decision Fully Implemented (462: AJ Fully Implemented)
- AJ Decision Not Fully Implemented (462: AJ Not Fully Implemented)
- AJ Req by Agency
- Advise Rights
- Agency Appealed Finding not Remedy (462: Agency Appealed Finding not Remedy)
- Agency Appealed Remedy not Finding (462: Agency Appealed Remedy not Finding)
- Agency Appealed both Finding and Remedy (462: Agency Appealed both Finding and Remedy)
- Appeals Court Finding
- Comments

Selected Event Actions

- ADR Offered (462: ADR Offered)

4. When this event occurs:

Should the case manager be notified? **No**

Should a representative be notified? **No**

Should the complainant be notified? **No**

5. When this event occurs, select the standard letter that should be generated.

No

Update Event Cancel Spell Check

Done

Microsoft PowerPoint - [IC... iComplaints - Microso...

Internet 8:41 AM

Army EEO Complaints Solution

The screenshot shows a Microsoft Internet Explorer browser window displaying the iComplaints web application. The browser's title bar reads "iComplaints - Microsoft Internet Explorer provided by HQDA US Army". The address bar shows the URL "http://army.icomplaints.com/". The page features a blue header with the "iComplaints" logo and navigation links for "My account info" and "Useful links". A sidebar on the left contains a menu with options: Home, Search, Reports, Cases, DBA - SQL, Administration, Resources, and Logout. The main content area, titled "MicroPact iComplaints Home", includes a welcome message from Mike Gautier, a description of the system's purpose, a red notice about it being a WebLogic Alpha test site, and instructions to use the left toolbar and contact the System Administrator for feedback. The footer contains copyright information for MicroPact Engineering, Inc. (2003) and a link to the System Administrator. The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft...), and the system clock indicating 3:36 PM on Monday, March 22, 2004.

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print W

Address <http://army.icomplaints.com/> Go Links >>

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:34:21 EST 2004

- My account info
- Useful links

Home

Search

Reports

Cases

DBA - SQL

Administration

Resources

Logout

MicroPact iComplaints Home

Mike Gautier

Welcome to the MicroPact iComplaints System. This system provides the ability to create, track, manage, and report on EEO complaint cases.

This is US Army's WebLogic Alpha test site

Please use the toolbar on the left to navigate. Submit feedback and questions to [System Administrator](#).

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Please submit feedback and questions to [System Administrator](#)

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet 3:36 PM

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The page features a blue header with the "iComplaints" logo and navigation links for "My account info" and "Useful links". A sidebar on the left contains a menu with options: Home, Search, Reports, Cases (highlighted with a red arrow), DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Case Management" and includes a sub-header "Select one of the Case Management options". Below this, there are three sections: "Processing Options" with sub-sections "Manipulate Case" (containing links for Process a Case, Manage Case, and Delete Case) and "Create Case" (containing links for EEO Contact Case, Informal Case, Formal Case, and Class Action Case); "Management Options" with sub-sections "Assign Case" (containing links for To Case Manager, To Investigator, and To Counselor), "Reassign Case" (containing links for To Case Manager, To Investigator, and To Counselor), and "Consolidate Cases" (containing a link for By Complainant). The footer of the application includes copyright information for MicroPact Engineering, Inc. 2003 and a link to the System Administrator. The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, and iComplaints - Microsoft...), and the system clock indicating 3:37 PM on 3/22/2004.

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Address <http://army.icomplaints.com/> Go Links >>

iComplaints

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- My account info
- Useful links

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Case Management

Select one of the Case Management options

Processing Options

Manipulate Case	Create Case
☐ Process a Case	☐ EEO Contact Case
☐ Manage Case	☐ Informal Case
☐ Delete Case	☐ Formal Case
	☐ Class Action Case

Management Options

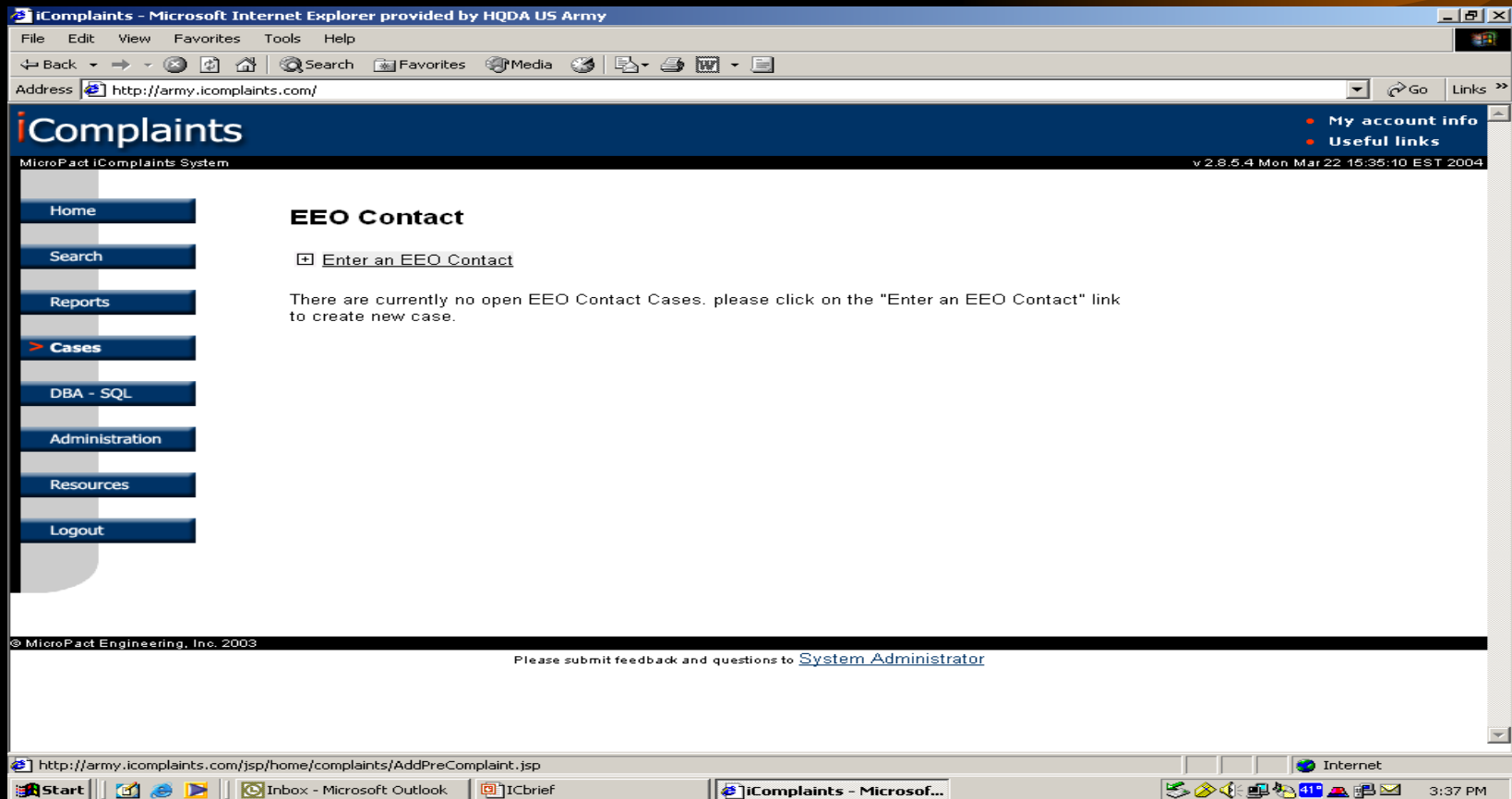
Assign Case	Reassign Case	Consolidate Cases
☐ To Case Manager	☐ To Case Manager	☐ By Complainant
☐ To Investigator	☐ To Investigator	
☐ To Counselor	☐ To Counselor	

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Army EEO Complaints Solution



Army EEO Complaints Solution

The screenshot shows a Microsoft Internet Explorer browser window displaying the iComplaints website. The address bar shows "http://army.icomplaints.com/". The page has a dark blue header with the "iComplaints" logo and navigation links like "My account info" and "Useful links". A left sidebar contains menu items: Home, Search, Reports, Cases (highlighted), DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Please enter the details below." and includes form fields for Date Received (03/22/2004), Comments (text box with sample text), Receipt Method (Fax), Personnel Information (Title, First, MI, Last, Suffix, Gender: Male, Email), and Contact Information (Address Type: Home, Address 1, Address 2). The Windows taskbar at the bottom shows various icons and the system clock at 3:39 PM.

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail WWW

Address <http://army.icomplaints.com/> Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:35:26 EST 2004

My account info
Useful links

Home
Search
Reports
Cases
DBA - SQL
Administration
Resources
Logout

Please enter the details below.

Date Received: 03/22/2004 (mm/dd/yyyy)

Comments: I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re

Receipt Method: Fax

Personnel: Fax, Email, Phone, Mail, Walk-In, Other

Title:

First: MI: Last:

Suffix:

Gender: Male

Email:

Contact Information

Address Type: Home

Address 1:

Address 2:

Done

Internet

Start, Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsof...

3:39 PM

Army EEO Complaints Solution

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File Edit View Favorites Tools Help

Address <http://army.icomplaints.com/> Go Links >>

Cases

DBA - SQL

Administration

Resources

Logout

stuff to do. The when I asked for training
for all this mess I dreamed up, he said to re

Receipt Method **Walk-In**

Personnel Information

Title **Dr.**

First MI Last

Suffix

Gender **Male**

Email

Contact Information

Address Type **Home**

Address 1

Address 2

City State **AK** Zip

Phone

Fax

Cell Phone

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Done

Start

Inbox - Microsoft Outlook

ICbrief

iComplaints - Microsof...

Internet

3:41 PM

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Cases

- DBA - SQL
- Administration
- Resources
- Logout

stuff to do. The when I asked for training
for all this mess I dreamed up, he said to re

Receipt Method Walk-In

Personnel Information

Title Dr.
First October MI Last December
Suffix
Gender Male
Email october.december@us.army.mil

Contact Information

Address Type Home
Address 1 Home y Drive
Address 2 Mailing Work Other
City somewhere State AK Zip 20904
Phone 1111111111
Fax
Cell Phone

Add Cancel Spell Check

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsof... Internet 3:41 PM

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Back Forward Stop Home Search Favorites Media Print Copy Paste

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iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:39:31 EST 2004

- My account info
- Useful links

Home

Search

Reports

> Cases

DBA - SQL

Administration

Resources

Logout

EEO Contact

[Enter an EEO Contact](#)

Currently Open

Within the last:

Number of case(s) to display per page:

Pages: 1 |

Case #	Complainant	Comments/Notes	Received Date	Days Left
HQ04MAR0006	December, October	I am so sick and tir	03/22/2004	30

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Please submit feedback and questions to [System Administrator](#)

Done Start Inbox - Microsoft Outlook ICBrief iComplaints - Microsof... Internet 3:41 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print View Source

Address <http://army.icomplaints.com/> Go Links

Search

Reports

Cases

DBA - SQL

Administration

Resources

Logout

Case HQ04MAR0006

Subject: I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re

Complainant	Address
Dr. October December	• Home - 1234 Stanley Drive somewhere AK 20904

Add EEO Contact Events

Date: 03/22/2004 (mm/dd/yyyy)

EEO Contact Events: Initial Contact

Notes: Complainant said that he would provide copies of his training info, he is USAR

Save Spell Check

EEO Contact Case Processing Options

Convert to Informal Case Steps

Processing Office: USARPAC

Agency : U.S. Army Reserve (Fort Dix)
U.S. Army Reserve (Fort McCoy)
National Defense University

MACOM : HQ, MDW

Sub-Command : USAG - Fort Detrick
Medical Command
HQ, Mil Surface D&D Cmd
Mil Surface D&D Cmd - Eustis
U.S. Army, Pacific
Eighth U.S. Army
HQ, MEPCOM

Start | Internet | 3:43 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address <http://army.icomplaints.com/> Go Links >>

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:41:30 EST 2004

- My account info
- Useful links

[Home](#)
[Search](#)
[Reports](#)
[Cases](#)
[DBA - SQL](#)
[Administration](#)
[Resources](#)
[Logout](#)

EEO Contact Details

Case HQ04MAR0006

Subject: I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re

Complainant	Address
Dr. October December	• Home - 1234 Stanley Drive somewhere AK 20904

Add EEO Contact Events

Date: 03/22/2004 (mm/dd/yyyy)

EEO Contact Events: Initial Contact

Notes:

Save Spell Check

EEO Contact Case Processing Options

Convert to Informal Case Steps

Processing Office: U.S. Army Reserve (Fort McCoy)

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

3:44 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print View Source

Address <http://army.icomplaints.com/> Go Links

Logout

Notes

Save Spell Check

EEO Contact Case Processing Options

Convert to Informal Case Steps

Processing Office:

Complaint Against Information

Agency:

MACOM:

Sub-Command:

Installation:

Organization:

Spell Check

Initial Contact Date

(mm/dd/yyyy)

Make Informal

Close this Case:

Delete this Case:

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Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

3:44 PM

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The page features a blue header with the "iComplaints" logo and navigation links for "My account info" and "Useful links". A secondary navigation bar includes tabs for "Complaint", "Complainant", "Contacts", "Claims", "Events", "Corr Action", "Statutes", "Documents", "Fees", "Closure", and "ROI". The left sidebar contains a vertical menu with options: Home, Search, Reports, Cases (highlighted with a red arrow), DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Case Details" and contains the following information:

The case details are displayed below. To edit this case information, press the "Edit" button. To delete this case press the "Delete" button.

Case Number:	ARUSARM04MAR0029
Case Type:	Informal
Case Manager:	
Remanded:	No
Level Name:	U.S. Army Reserve (Fort McCoy)
Case Entry Date:	03/22/2004

Against Activity Information

Agency:	Army
MACOM:	(ARHR)U.S. Army Reserve Command
Sub-Command:	Not Specified
Installation:	USAG - Japan
Organization:	Complainant was on AGR tour

Subject

I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re
Converted EEO Contact Case HQ04MAR0006 to Informal.

Counselor Assignment History

Date	From To	Level
------	---------	-------

The bottom of the screen shows the Windows taskbar with the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsof...), and the system clock indicating 3:45 PM on Monday, March 22, 2004.

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail News RSS Feeds

Address <http://army.icomplaints.com/> Go Links

Home
Search
Reports
Cases
DBA - SQL
Administration
Resources
Logout

Case Details

The case details are displayed below. To edit this case information, press the "Edit" button. To delete this case press the "Delete" button.

Case Number: ARUSARM04MAR0029
Case Type: Informal
Case Manager:
Remanded: No
Level Name: U.S. Army Reserve (Fort McCoy)
Case Entry Date: 03/22/2004

Against Activity Information
Agency: Army
MACOM: (ARHR)U.S. Army Reserve Command
Sub-Command: Not Specified
Installation: USAG - Japan
Organization: Complainant was on AGR tour

Subject
 I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re Converted EEO Contact Case HQ04MAR0006 to Informal.

Counselor Assignment History

Date	From To	Level
03/22/2004	Mike Gautier	Army EEO

<< Back Edit View Case Details Email Case Details Delete

Done

Start Internet Explorer Outlook ICbrief iComplaints - Microsof...

Internet 3:48 PM

Army EEO Complaints Solution

MicroPact Internet Complaints System - Microsoft Internet Explorer provided by HQDA US Army

Case Number: ARUSARM04MAR0029

I. General Information

Listed below is the general information for case number ARUSARM04MAR0029.

Complaint Type	Case Entry Date	Case Manager
Informal	03/22/2004	

Subject
I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re Converted EEO Contact Case HQ04MAR0006 to Informal.

Counselor
Mike Gautier

II. Complainant (s)

Restricted Information

Listed below are the complainants for this case.

Name	SSN	Series/Grade
Dr. October December		/ -

Contact Information
Email: october.december@us.army.mil

Home Address
1234 Stanley Drive
somewhere AK 20904

Phone: (111) 111-1111 **Fax:** Not Entered **Cell:** Not Entered

III. Complaint Contacts

No contacts have been entered as yet

Start | Inbox - Microsoft Outlook | ICbrief | IComplaints - Microsoft In... | MicroPact Internet Co... | 3:48 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:46:50 EST 2004

Complaint Complainant Contacts Claims Events Corr Action Statutes Documents Fees Closure ROI

- Home
- Search
- Reports
- Cases**
- DBA - SQL
- Administration
- Resources
- Logout

Email Case Details

Case Number: ARUSARM04MAR0029

To send case information to multiple people enter their email addresses separated by commas.

To: jean.brasic@us.army.mil

From: mike.gautier@us.army.mil

cc: seema.salter@us.army.mil

Subject: Case #: ARUSARM04MAR0029

Message:

Case # ARUSARM04MAR0029 details are attached.

Check options below to include in the case report that will be sent to the recipient:

☒ Case Details	☒ Complainant Details
☒ Case Claim Information	☒ Case Statutes Information
☒ Case Events	☒ Case Fees
☒ Case Documents	

Send Email Spell Check

Done

Start

Inbox - Microsoft Outlook ICbrief

iComplaints - Microsoft...

Internet

3:49 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:48:12 EST 2004

Complaint **Complainant** Contacts Claims Events Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Update Complainant

Case Number: ARUSARM04MAR0029

Update the complainant's information below and then press the "Update" button.

Title First MI Last

Suffix

SSN

Pay Plan Level

Series

Gender

Race

Employee Type

DOB

Occupation

Email

Does the Complainant Wish To Remain Anonymous?

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

3:51 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:49:45 EST 2004

Complaint Complainant **Contacts** Claims Events Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Add Complaint Contacts

Case Number: ARUSARM04MAR0029

Enter the contact persons information below and then click on the "Add Contact Person" button.

Title

Contact Type

First

Suffix

Email

Last

Mediator: In-House
Mediator: Private
Mediator: Other Federal
Mediator: Other
Investigator: Internal

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsof... Internet 3:52 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address <http://army.icomplaints.com/> Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:49:45 EST 2004

Complaint Complainant **Contacts** Claims Events Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Add Complaint Contacts

Case Number: ARUSARM04MAR0029

Enter the contact persons information below and then click on the "Add Contact Person" button.

Title

Contact Type

First MI Last

Suffix

Email

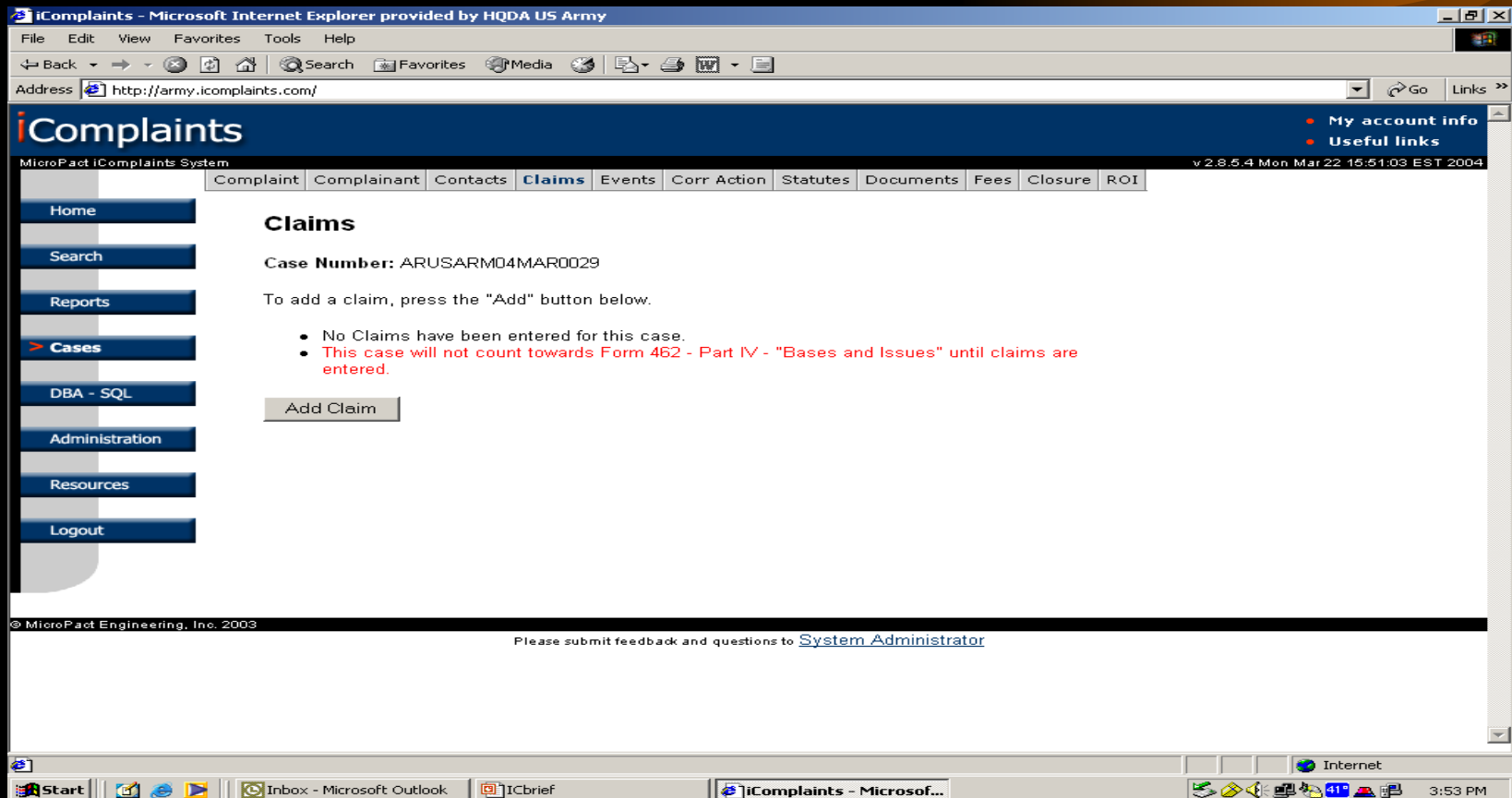
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Please submit feedback and questions to [System Administrator](#)

Done

Start | | | | | | 3:52 PM

Army EEO Complaints Solution



Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:52:21 EST 2004

Complaint Complainant Contacts **Claims** Events Corr Action Statutes Documents Fees Closure ROI

- Home
- Search
- Reports
- Cases**
- DBA - SQL
- Administration
- Resources
- Logout

Add Claim

Case Number: ARUSARM04MAR0029

Claim Types Appointment/Hire
Conversion to Full Time
Disciplinary Action - Demotion
Disciplinary Action - Other
Disciplinary Action - Removal
Disciplinary Action - Reprimand
Disciplinary Action - Suspension
Duty Hours
Evaluation/Appraisal
Examination/Test
Harassment - Non-Sexual
Harassment - Sexual

Incident Date

Age
☐ Age

Color
☐ Color

Reprisal
☐ Reprisal

Religion
☐ Religion

Disability
☐ Mental
☐ Physical

Gender
☐ Male
☐ Female

National Origin
☐ Hispanic
☐ Other

Race
☐ American Indian/Alaskan Native
☐ American Asian/Pacific Islander
☐ Black
☐ White

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsoft...

Internet 3:54 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail Web Address http://army.icomplaints.com/ Go Links

Reports

Cases

DBA - SQL

Administration

Resources

Logout

Claim Types Training

Incident Date 10/02/2003 (mm/dd/yyyy)

Age

☐ Age

Color

☐ Color

Reprisal

☐ Reprisal

Religion

Christian

Jewish

Muslim

Hindu

Buddhist

Other

Unknown

Sex

☐ Male

☐ Female

EPA

☐ Male

☐ Female

National Origin

☐ Hispanic

☐ Other

Race

☐ American Indian/Alaskan Native

☒ American Asian/Pacific Islander

☐ Black

☐ White

Add Cancel Spell Check

Start

Inbox - Microsoft Outlook

ICbrief

iComplaints - Microsoft Internet Explorer

Internet

3:55 PM

Army EEO Complaints Solution

The screenshot shows a web browser window titled "iComplaints - Microsoft Internet Explorer provided by HQDA US Army". The address bar shows "http://army.icomplaints.com/". The page features a blue header with the "iComplaints" logo and navigation links: "My account info" and "Useful links". Below the header is a navigation bar with tabs: "Complaint", "Complainant", "Contacts", "Claims" (selected), "Events", "Corr Action", "Statutes", "Documents", "Fees", "Closure", and "ROI". A left sidebar contains buttons for "Home", "Search", "Reports", "Cases" (highlighted with a red arrow), "DBA - SQL", "Administration", "Resources", and "Logout". The main content area is titled "Claims" and displays "Case Number: ARUSARM04MAR0029". It includes instructions: "To add a claim, press the 'Add' button below." and "Current Claims (1)". Below this, it says "To edit a claim click the 'Edit' button or click on the description of the claim." A form shows a "Claim Type" of "Training" with an "Edit" button. An "Add Claim" button is also present. The footer contains copyright information "© MicroPact Engineering, Inc. 2003" and a link to "System Administrator". The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft...), and the system clock showing 3:58 PM on 3/22/2004.

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print W

Address <http://army.icomplaints.com/> Go Links >>

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:56:35 EST 2004

Complaint Complainant Contacts **Claims** Events Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Claims

Case Number: ARUSARM04MAR0029

To add a claim, press the "Add" button below.

Current Claims (1)

To edit a claim click the "Edit" button or click on the description of the claim.

	Claim Type
Edit	Training

Add Claim

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsoft... Internet 3:58 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:56:54 EST 2004

Complaint Complainant Contacts Claims **Events** Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Events

Case Number: ARUSARM04MAR0029

Type: PreComplaint Counseling

Action: Initial Contact (462: Informal Start)

Date: 03/22/2004 (mm/dd/yyyy)

For Claim: Training << >>

Comments

Add Complaint Event Spell Check

Event History (1)

Show Deleted Events

Event Type	Date	Comments
▼ PreComplaint Counseling - (1)		
edit event	Initial Contact	03/22/2004
		Autogenerated

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsoft... | 3:59 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail W W

Address http://army.icomplaints.com/ Go Links

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:56:54 EST 2004

Complaint Complainant Contacts Claims **Events** Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Events

Case Number: ARUSARM04MAR0029

Type PreComplaint Counseling

Action PreComplaint Counseling (start)

Date (yyy)

For Claim Training << >>

Comments

Add Complaint Event Spell Check

Event History (1)

Show Deleted Events

Event Type	Date	Comments
▼ PreComplaint Counseling - (1)		
edit event Initial Contact	03/22/2004	Autogenerated

Start Taskbar icons: Internet, 41° 3:59 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:56:54 EST 2004

Complaint Complainant Contacts Claims **Events** Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Events

Case Number: ARUSARM04MAR0029

Type: PreComplaint Counseling

Action: Initial Contact (462: Informal Start)

Date: Initial Contact (462: Informal Start)

For Claim: Initial Written Notice
Initial Interview
Final Interview
Counseled on Remand (462: Remanded)
Interview with Respondent(s)
Interview with counselee (not initial)
Converted To Informal

Comments:

Add Complaint Event Spell Check

Event History (1)

Show Deleted Events

Event Type	Date	Comments
▼ PreComplaint Counseling - (1)		
edit event	Initial Contact	03/22/2004
		Autogenerated

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsoft... | 4:00 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Events

Case Number: ARUSARM04MAR0029

Type: PreComplaint Counseling

Action: Initial Contact (462: Informal Start)

Date: 03/22/2004 (mm/dd/yyyy)

For Claim: Training

Comments:

Add Complaint Event Spell Check

Event History (2)

Show Deleted Events

	Event Type	Date	Comments
▼PreComplaint Counseling - (2)			
edit event	Initial Contact	03/22/2004	Autogenerated
edit event	Initial Written Notice	03/22/2004	

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsof... Internet 4:00 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:58:59 EST 2004

Complaint Complainant Contacts Claims Events Corr Action Statutes Documents Fees **Closure** ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Closure Action

Case Number: ARUSARM04MAR0029

Action: Notice of Final Interview and Right To File (462: Notice of Right to File)

Closure Date 03/22/2004 (mm/dd/yyyy)

Comments

Close Case Spell Check

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Please submit feedback and questions to [System Administrator](#)

Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsof... Internet 4:01 PM

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The application's header includes the title "iComplaints" and the version "v 2.8.5.4 Mon Mar 22 15:58:59 EST 2004". A navigation menu at the top contains links for Complaint, Complainant, Contacts, Claims, Events, Corr Action, Statutes, Documents, Fees, Closure (highlighted), and ROI. A left sidebar provides additional navigation options: Home, Search, Reports, Cases (selected), DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Closure Action" and displays the "Case Number: ARUSARM04MAR0029". Below this, the "Action:" dropdown is set to "Notice of Final Interview and Right To File (462: Notice of Right to File)". The "Closure Date" is set to "03/22/2004" with a calendar icon and the format "(mm/dd/yyyy)". The "Comments" field is empty. A "Close Case" button is located below the comments field. A confirmation dialog box from Microsoft Internet Explorer is overlaid on the comments field, asking "Are you sure you want to close this case?" with "OK" and "Cancel" buttons. The footer of the application includes the copyright "© MicroPact Engineering, Inc. 2003" and a link to the "System Administrator". The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft...), and the system clock at 4:01 PM on 3/22/2004.

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print W

Address <http://army.icomplaints.com/> Go Links

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:58:59 EST 2004

Complaint Complainant Contacts Claims Events Corr Action Statutes Documents Fees **Closure** ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Closure Action

Case Number: ARUSARM04MAR0029

Action: Notice of Final Interview and Right To File (462: Notice of Right to File)

Closure Date 03/22/2004 (mm/dd/yyyy)

Comments

Close Case

Microsoft Internet Explorer

Are you sure you want to close this case?

OK Cancel

© MicroPact Engineering, Inc. 2003

Please submit feedback and questions to [System Administrator](#)

Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsoft... Internet 4:01 PM

Army EEO Complaints Solution

The screenshot shows a web browser window titled "iComplaints - Microsoft Internet Explorer provided by HQDA US Army". The address bar shows "http://army.icomplaints.com/". The page features a blue header with the "iComplaints" logo and navigation links: "My account info" and "Useful links". A sidebar on the left contains a menu with options: Home, Search, Reports, Cases (highlighted with a red arrow), DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Counselor Cases" and includes a "Complaint Type" dropdown menu set to "All". Below this, it states "There are currently no cases assigned to you." The "Closed Cases" section indicates "There are currently 1 closed cases for which you were designated as counselor." and provides a link to "Click here to view details." The "Deleted Cases" section states "There are currently no deleted cases for which you were designated counselor." The footer includes copyright information for MicroPact Engineering, Inc. 2003 and a link to the "System Administrator". The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft...), and the system clock showing 4:02 PM on 4/1.

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address <http://army.icomplaints.com/> Go Links >>

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 15:59:46 EST 2004

- My account info
- Useful links

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Counselor Cases

Complaint Type

There are currently no cases assigned to you.

Closed Cases

There are currently 1 closed cases for which you were designated as counselor.

Click [here](#) to view details.

Deleted Cases

There are currently no deleted cases for which you were designated counselor.

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Please submit feedback and questions to [System Administrator](#)

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet 4:02 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail News RSS Feeds

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:00:06 EST 2004

- My account info
- Useful links

Home

Search

Reports

> Cases

DBA - SQL

Administration

Resources

Logout

Counselor closed cases

[Back To Active Cases List](#)

Fiscal Year: 2004

Case #	Complainant	Subject	Reopen	Make Formal
ARUSARM04MAR0029	December, October	I am so sick an	Yes	Yes

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Please submit feedback and questions to [System Administrator](#)

Done

Start

Inbox - Microsoft Outlook

ICbrief

iComplaints - Microsof...

Internet

4:02 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Address <http://army.icomplaints.com/>

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:00:06 EST 2004

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Counselor closed cases

[Back To Active Cases List](#)

Fiscal Year: 2004

Case #	Complainant	Subject	Reopen	Make Formal
ARUSARM04MAR0029				

Microsoft Internet Explorer

Are you sure you want to make case ARUSARM04MAR0029 formal?

OK Cancel

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Please submit feedback and questions to [System Administrator](#)

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet 4:02 PM

Army EEO Complaints Solution

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Copy Paste

Address <http://army.icomplaints.com/> Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:00:37 EST 2004

- My account info
- Useful links

Home

Search

Reports

Cases

DBA - SQL

Administration

Resources

Logout

Counselor Cases

Complaint Type

There are currently 1 active case(s) for which you are designated as counselor. To process a complaint click on it.

Number of case(s) to display per page:

Pages: 1 |

Case #	Type	consol	Complainant	Subject	Initial Contact	Informal Closure	Formal Filed	Last Event	Last E
ARUSARM04MAR0029	F		December October	I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re Converted EEO Contact Case HQ04MAR0006 to Informal	03/22/2004	03/22/2004	03/22/2004	Formal Filed	03/22/

Done

Inbox - Microsoft Outlook

ICbrief

iComplaints - Microsof...

Internet

4:03 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print

Address <http://army.icomplaints.com/> Go Links >>

• My account info
• Useful links

v 2.8.5.4 Mon Mar 22 16:00:37 EST 2004

Counselor Cases

Complaint Type

There are currently 1 active case(s) for which you are designated as counselor. To process a complaint click on it.

Number of case(s) to display per page:

Pages: 1 |

Case #	Type	consol	Complainant	Subject	Initial Contact	Informal Closure	Formal Filed	Last Event	Last Event Date	Age	Status
RUSARM04MAR0029	F		December October	I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re Converted EEO Contact Case HQ04MAR0006 to Informal	03/22/2004	03/22/2004	03/22/2004	Formal Filed	03/22/2004	0	■■■

Done

Start | | | | iComplaints - Microsof...

Internet

4:03 PM

Army EEO Complaints Solution

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:01:23 EST 2004

File Edit View Favorites Tools Help

Address http://army.icomplaints.com/

Complaint Complainant Contacts Claims Events Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Case Details

The case details are displayed below. To edit this case information, press the "Edit" button. To delete this case press the "Delete" button.

Case Number: ARUSARM04MAR0029
Case Type: Formal
Case Manager:
Remanded: No
Level Name: U.S. Army Reserve (Fort McCoy)
Case Entry Date: 03/22/2004

Against Activity Information
Agency: Army
MACOM: (ARHR)U.S. Army Reserve Command
Sub-Command: Not Specified
Installation: USAG - Japan
Organization: Complainant was on AGR tour

Subject
I am so sick and tired of all this mess. All I want to do is go to work and be left alone. But my boss keeps giving me all this stuff to do. The when I asked for training for all this mess I dreamed up, he said to re Converted EEO Contact Case HQ04MAR0006 to Informal.

Counselor Assignment History

Date	From To	Level
03/22/2004	Mike Gautier	Army EEO

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof...

Internet 4:03 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Events

Case Number: ARUSARM04MAR0029

Type: Formal Processing

Action: Notice of Rights

Date: Notice of Rights
Notice of Acceptance
Notice of Dismissal

For Claim: Formal Filed (462: Formal Start)
Notice of Receipt
Notice of ROI
Request for FAD
Final Written Notification (462: Written Notification Received)
Remanded (462: Remanded)

Comments

Add Complaint Event Spell Check

Event History (5)

Show Deleted Events

Event Type	Date	Comments
▼ Formal Processing - (2)		
edit event Notice of Receipt	03/22/2004	
edit event Formal Filed	03/22/2004	Autogenerated
▼ PreComplaint Counseling - (2)		
Initial Contact	03/22/2004	Autogenerated
Initial Written Notice	03/22/2004	
▼ Informal Closure - (1)		

Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsof... Internet 4:05 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:03:37 EST 2004

Complaint Complainant Contacts Claims **Events** Corr Action Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Events

Case Number: ARUSARM04MAR0029

Type: Formal Processing

Action: Notice of Dismissal

Date: 03/22/2004 (mm/dd/yyyy)

For Claim: Training

Comments:

Update Event Delete Event Spell Check

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Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

4:05 PM

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The application's header includes the title "iComplaints" and navigation links for "My account info" and "Useful links". A secondary navigation bar contains tabs for "Complaint", "Complainant", "Contacts", "Claims", "Events", "Corr Action" (which is selected), "Statutes", "Documents", "Fees", "Closure", and "ROI".

On the left side, a vertical menu lists various options: Home, Search, Reports, Cases (highlighted with a red arrow), DBA - SQL, Administration, Resources, and Logout.

The main content area is titled "Corrective Actions" and displays the "Case Number: ARUSARM04MAR0029". It instructs the user: "To add a Corrective Action enter the information requested below and then press the 'Add' button." The form includes a "Corrective Action Type" dropdown menu set to "Monetary", a "Benefit" dropdown menu set to "Compensatory Damages", and an "Amount(\$)" field. A list of "Current Corrective Actions (0)" shows "No Corrective Actions have been entered."

The footer of the application contains the copyright notice "© MicroPact Engineering, Inc. 2003" and a link to the "System Administrator". The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft Internet Explorer), and the system clock indicating 4:07 PM on Monday, March 22, 2004.

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

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Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:05:27 EST 2004

Complaint Complainant Contacts Claims Events **Corr Action** Statutes Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Corrective Actions

Case Number: ARUSARM04MAR0029

To add a Corrective Action enter the information requested below and then press the "Add" button.

Corrective Action Type

Benefit

Amount(\$)

Save

Current Corrective Actions (1)

To edit a corrective action press the "Edit" button.

Monetary Corrective Actions:

	Corrective Action Type	Amount
Edit	Compensatory Damages	\$2,500.00
Total Costs :		\$2,500.00

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsoft Internet Explorer 4:07 PM

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The application's header includes the title "iComplaints" and navigation links for "My account info" and "Useful links". A secondary navigation bar contains tabs for "Complaint", "Complainant", "Contacts", "Claims", "Events", "Corr Action" (which is selected), "Statutes", "Documents", "Fees", "Closure", and "ROI".

On the left side, a vertical menu lists various options: Home, Search, Reports, Cases (highlighted with a red arrow), DBA - SQL, Administration, Resources, and Logout.

The main content area is titled "Corrective Actions" and displays the "Case Number: ARUSARM04MAR0029". It provides instructions: "To add a Corrective Action enter the information requested below and then press the 'Add' button." The form includes a "Corrective Action Type" dropdown menu set to "Non-Monetary", a "Benefit" dropdown menu set to "Training", and a "Comments" text area containing the text: "1556 dated 12/12/2004 submitted on 12/13/2004 for train". A "Save" button is located below the comments field.

Below the form, the section "Current Corrective Actions (1)" provides instructions: "To edit a corrective action press the 'Edit' button." Underneath, the "Monetary Corrective Actions:" section contains a table with the following data:

	Corrective Action Type	Amount
Edit	Compensatory Damages	\$2,500.00
Total Costs :		\$2,500.00

The footer of the application displays the copyright notice "© MicroPart Engineering, Inc. 2003". The Windows taskbar at the bottom shows the Start button, several open applications including "Inbox - Microsoft Outlook" and "iComplaints - Microsof...", and the system clock indicating 4:08 PM on 3/22/2004.

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address <http://army.icomplaints.com/> Go Links

Home
Search
Reports
Cases
DBA - SQL
Administration
Resources
Logout

Corrective Actions

Case Number: ARUSARM04MAR0029

To add a Corrective Action enter the information requested below and then press the "Add" button.

Corrective Action Type:
Benefit:
Amount(\$):

Current Corrective Actions (2)

To edit a corrective action press the "Edit" button.

Monetary Corrective Actions:

	Corrective Action Type	Amount
Edit	Compensatory Damages	\$2,500.00
Total Costs :		\$2,500.00

Non Monetary Corrective Actions:

	Corrective Action Type	Comments
Edit	Training	1556 dated 12/12/2004 submitted on 12/13/2004 for train

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Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet | 4:09 PM

Army EEO Complaints Solution

The screenshot displays the 'iComplaints' web application within a Microsoft Internet Explorer browser window. The browser's address bar shows 'http://army.icomplaints.com/'. The application's header includes the title 'iComplaints' and a navigation menu with links such as 'Complaint', 'Complainant', 'Contacts', 'Claims', 'Events', 'Corr Action', 'Statutes', 'Documents', 'Fees', 'Closure', and 'ROI'. A sidebar on the left contains buttons for 'Home', 'Search', 'Reports', 'Cases', 'DBA - SQL', 'Administration', 'Resources', and 'Logout'. The main content area is titled 'Statutes' and shows 'Case Number: ARUSARM04MAR0029'. It prompts the user to 'Select all Statutes that apply.' and lists three options: 'Title VII' (checked), 'Age Discrimination in Employment Act (ADEA)' (unchecked), and 'Rehabilitation Act' (unchecked). Below these is an 'Update' button and a link to 'Click here to see a detailed de'. An inset window shows the 'StatutesDesc.html' page, which provides detailed information about Title VII of the Civil Rights Act of 1964 and the Age Discrimination in Employment Act of 1967 (ADEA). The browser's status bar at the bottom shows the time as 4:09 PM.

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print W

Address http://army.icomplaints.com/ Go Links

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:07:13 EST 2004

Complaint Complainant Contacts Claims Events Corr Action **Statutes** Documents Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Statutes

Case Number: ARUSARM04MAR0029

Select all Statutes that apply.

☒ Title VII
☐ Age Discrimination in Employment Act (ADEA)
☐ Rehabilitation Act
☐ Equal Pay Act (EPA)

Update

[Click here to see a detailed de](#)

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javascript:void(0)

Start | Inbox - Microsoft ... | ICbrief | iComplaints - Micro... | http://army.icompl... | http://army.ico... | 4:09 PM

http://army.icomplaints.com/jsp/home/complaints/StatutesDesc.html - Microsoft Internet...

Back Forward Stop Reload Home Search Favorites Media Print W

Title VII of the Civil Rights Act of 1964, as amended Title VII prohibits discrimination based on race, color, religion, sex, and national origin. It also prohibits reprisal or retaliation for participating in the discrimination complaint process or for opposing any employment practice that the individual reasonably and good faith believes violates Title VII.

Age Discrimination in Employment Act of 1967, as amended (ADEA) The ADEA prohibits discrimination in employment on the basis of age (40 years or older). It also prohibits retaliation against individuals exercising their rights under the statute. Unlike Title VII and the Rehabilitation Act, the ADEA allows persons claiming age discrimination to go directly to court without going through an agency's administrative complaint procedures. If, however, a complainant chooses to file an administrative complaint, s/he must exhaust administrative remedies before proceeding to court. As with Title VII complaints, a complainant exhausts administrative remedies 180 days after filing a formal complaint or 180 days after filing an appeal with the Commission if the Commission has not issued a decision.

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address <http://army.icomplaints.com/> Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:08:06 EST 2004

Complaint Complainant Contacts Claims Events Corr Action Statutes **Documents** Fees Closure ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Documents

Case Number **ARUSARM04MAR0029**

Source **The Agency**

Date **The Agency** (mm/dd/yyyy)

Description **The Complainant**
Witnesses

Upload Document

Uploaded Documents (0)

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Start | | | | | | 4:10 PM

Army EEO Complaints Solution

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File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:08:47 EST 2004

Complaint Complainant Contacts Claims Events Corr Action Statutes Documents **Fees** Closure ROI

- Home
- Search
- Reports
- Cases**
- DBA - SQL
- Administration
- Resources
- Logout

Fees

Case Number: ARUSARM04MAR0029

To add a fee enter the information requested below and then press the "Add" button.

Fee Type

Account

Amount(\$)

Current Fees (0)

- No fees have been entered.

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Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

4:11 PM

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The application's header includes the title "iComplaints" and a navigation menu with tabs: Complaint, Complainant, Contacts, Claims, Events, Corr Action, Statutes, Documents, Fees, Closure, and ROI. The "Fees" tab is currently selected. On the left side, there is a vertical menu with links: Home, Search, Reports, Cases (highlighted with a red arrow), DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Fees" and displays the "Case Number: ARUSARM04MAR0029". Below this, a message states: "To add a fee enter the information requested below and then press the 'Add' button." The form for adding a fee includes a "Fee Type" dropdown menu (set to "Investigation: Spent by Agency Personnel"), an "Account" text input field, and an "Amount(\$)" text input field. An "Add Fee" button is positioned below the input fields. Under the heading "Current Fees (1)", a message says: "The current entered fees are listed below. To edit a fee press the 'Edit' button." Below this message is a table with the following data:

	Fee Type	Amount
Edit	Settlement: Spent by Agency Personnel	\$250.88
Total Costs :		\$250.88

The footer of the application contains the copyright notice "© MicroPact Engineering, Inc. 2003" and a link to the "System Administrator". The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft...), and the system clock indicating 4:11 PM on 3/22/2004.

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print W

Address http://army.icomplaints.com/ Go Links >>

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:09:44 EST 2004

Complaint Complainant Contacts Claims Events Corr Action Statutes Documents Fees **Closure** ROI

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Closure Action

Case Number: ARUSARM04MAR0029

Action: Final Agency Decision (462: Final Agency Decision)

Dismissal Type: Untimely Filing of the Formal Complaint

Discrimination Found: No

Closure Date: 03/22/2004 (mm/dd/yyyy)

Comments

Close Case Spell Check

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Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet | 4:12 PM

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The page features a blue header with the "iComplaints" logo and navigation links for "My account info" and "Useful links". Below the header, a horizontal menu contains tabs for "Complaint", "Complainant", "Contacts", "Claims", "Events", "Corr Action", "Statutes", "Documents", "Fees", "Closure", and "ROI", with "ROI" currently selected. A left-hand sidebar provides a vertical menu with options: "Home", "Search", "Reports", "Cases" (highlighted with a red arrow), "DBA - SQL", "Administration", "Resources", and "Logout". The main content area displays the message: "There are no documents designated as ROI for this case." The footer includes copyright information for MicroPact Engineering, Inc. (2003) and a link to the "System Administrator". The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft Internet Explorer), and the system clock indicating 4:12 PM on Monday, March 22, 2004.

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address <http://army.icomplaints.com/> Go Links

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:10:22 EST 2004

Complaint Complainant Contacts Claims Events Corr Action Statutes Documents Fees Closure **ROI**

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

There are no documents designated as ROI for this case.

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsoft Internet Explorer 4:12 PM

Army EEO Complaints Solution

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File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links >>

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:11:18 EST 2004

- My account info
- Useful links

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Consolidating Cases: By Complainant (Step 1 of 2)

Step 1: Select Fiscal Year

Select the office where the desired case(s) is under and click the "List Complaints" button.

2004
2003
2000
1998

Sub-Command

List Complaints

Step 3: Select the base case and click the "Next >>" button.

Case #	Case Details

Cancel Next >>

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsof... Internet 4:13 PM

Army EEO Complaints Solution

iComplaints v 2.8.5.4 Mon Mar 22 16:11:48 EST 2004

My account info
Useful links

Home
Search
Reports
Cases
DBA - SQL
Administration
Resources
Logout

Consolidating Cases: By Complainant (Step 1 of 2)

Step 1. Select Fiscal Year
2004

Step 2. Select the office where the desired case(s) is under and click the "List Complaints" button.

Agency: Army EEO
MACOM:
Sub-Command:
List Complaints

Step 3: Select the base case and click the "Next >>" button.

Case #	Case Details
☐ ARHQ04MAR00019	asdasdasd
☐ ARHQ04MAR00024	test5
☐ ARORD04MAR00005	Test
☐ ARSBBCOM04MAR00006	Test
☒ ARUSARM04MAR0029	I am so sick and tired of all this mess. All I wan

Cancel Next >>

Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays <http://army.icomplaints.com/>. The page features a blue header with the "iComplaints" logo and navigation links for "My account info" and "Useful links". A sidebar on the left contains a menu with options: Home, Search, Reports, Cases (highlighted with a red arrow), DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Case Management" and includes a sub-header "Processing Options". Under "Processing Options", there are two columns of links: "Manipulate Case" (Process a Case, Manage Case, Delete Case) and "Create Case" (EEO Contact Case, Informal Case, Formal Case, Class Action Case). Below these, the "Management Options" section includes "Assign Case" (To Case Manager, To Investigator, To Counselor), "Reassign Case" (To Case Manager, To Investigator, To Counselor), and "Consolidate Cases" (By Complainant). The footer of the page contains copyright information for MicroPact Engineering, Inc. 2003 and a link to the System Administrator. The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, ICbrief, iComplaints - Microsoft...), and the system clock indicating 4:16 PM on Monday, March 22, 2004.

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print W

Address <http://army.icomplaints.com/> Go Links >>

iComplaints My account info Useful links

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:13:59 EST 2004

Home Search Reports **Cases** DBA - SQL Administration Resources Logout

Case Management

Select one of the Case Management options

Processing Options

Manipulate Case	Create Case
☐ Process a Case	☐ EEO Contact Case
☐ Manage Case	☐ Informal Case
☐ Delete Case	☐ Formal Case
	☐ Class Action Case

Management Options

Assign Case	Reassign Case	Consolidate Cases
☒ To Case Manager	☒ To Case Manager	☐ By Complainant
☒ To Investigator	☒ To Investigator	
☒ To Counselor	☒ To Counselor	

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Done Start Inbox - Microsoft Outlook ICbrief iComplaints - Microsoft... Internet 4:16 PM

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File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Address http://army.icomplaints.com/ Go Links

DBA - SQL
Administration
Resources
Logout

Sub-Command

2. Select the case status.
Open

3. Select the office to which the case manager belongs.
Agency Army EEO
MACOM
Sub-Command

4. Select the case manager.
Collo, Robert
Collo, Robert
DElia, Jim
Gautier, Mike
martin, carl

5. Select the column next to the case(s) you wish to assign from the list below.

Select	Case #	Subject
☐	ARHQ04MAR00018	test case 1234f
☐	ARHQ04MAR00019	asdasdasd
☐	ARHQ04MAR00020	test4
☐	ARHQ04MAR00021	test case
☐	ARHQ04MAR00022	testing-skkkkk
☐	ARHQ04MAR00024	test5
☐	ARHQ04MAR00025	asdasd
☐	ARHQ04MAR00027	asd

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | Internet

4:15 PM

Army EEO Complaints Solution

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Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:15:10 EST 2004

- My account info
- Useful links

Home

Search

Reports

Cases

DBA - SQL

Administration

Resources

Logout

Basic Search

Search instructions.

Case Number:

First name:

Last name:

SSN:

Start Date: (mm/dd/yyyy)

End Date: (mm/dd/yyyy)

☐ Include deleted cases

Agency

MACOM

Sub-Command

Search Clear

[Go to Ad hoc Search](#)

[Go to EEO Contact Search](#)

[Go to Saved Search](#)

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Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsoft... | 4:17 PM

Army EEO Complaints Solution

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File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail News RSS Feeds

Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:15:30 EST 2004

- My account info
- Useful links

Home

Search

Reports

Cases

DBA - SQL

Administration

Resources

Logout

Ad hoc Search

Select your options and then press the "Search" button. To reset, press the "Clear" button.

Precision Find similar matches Search Clear

Case

☐ Case Mgr

☐ Case Type

☐ Counselor

☐ FY (Case created)

☐ Status

☐ Case Number

☐ Closure Date

☐ Deleted

☐ Office

☐ Subject

Complainant

☐ DOB

☐ First Name

☐ Last Name

☐ Pay Plan

☐ SSN

☐ Title

☐ Employee Type

☐ Gender

☐ Level

☐ Race

☐ Series

Army EEO
FOAs of Office, Sec Army
EEOCCR
Office, Sec Army
HQ, Pentagon OSA
INSCOM
HQ, INSCOM
National Ground Intel Center
Installation Mgmt Agency
USAG - Alaska

Done

Start

Inbox - Microsoft Outlook

ICbrief

iComplaints - Microsof...

Internet

4:17 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print

Address http://army.icomplaints.com/ Go Links >>

Resources
Logout

☐ FY (Case created)
☐ Status

☐ Office HQ, Pentagon OSA
☐ Subject

Complainant

☐ DOB
☐ First Name
☐ Last Name
☐ Pay Plan
☐ SSN
☐ Title

☐ Employee Type
☐ Gender
☐ Level
☐ Race
☐ Series

Contact

☐ Last Name
☐ Type

Corrective Action

☐ Account
☐ Monetary
☐ Does not have...

☐ Amount
☐ Non-Monetary
☐ Does not have...

Attorney's Fees and Costs
Backpay/Frontpay
Compensatory Damages
Lump Sum

Apology
Disciplinary Action Modified
Disciplinary Action Rescinded
Hire Non-Retroactive

Events

☐ Formal
☐ Does not have...

☐ Formal Stage
☐ Does not have...

Done

Start | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsoft... | Internet

4:18 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

File Edit View Favorites Tools Help

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Address <http://army.icomplaints.com/> Go Links

☐ Formal
☐ Does not have...

Consolidation
Final Written Notification
Formal Filed
Notice of Acceptance

☐ Formal Stage
☐ Does not have...

Formal Processing
ADR
Investigation
Hearing

☐ Informal
☐ Does not have...

Converted To Informal
Counseled on Remand
Final Interview
Initial Contact

☐ Informal Stage
☐ Does not have...

PreComplaint Counseling
ADR
Civil Action
Letters

☐ Posted Date

Fee

☐ Account

☐ Fee

☐ Type

Issue

☐ Basis
☐ Does not have...

Age Age
Color Color
Disability Mental
Disability Physical

☐ Claim/Issue
☐ Does not have...

Appointment/Hire
Assignment of Duties
Awards
Conversion to Full Time

☐ Incident Date

☐ Notes

Statutes

Done

Start Internet Explorer Outlook ICbrief iComplaints - Microsoft Internet Explorer

4:18 PM

Army EEO Complaints Solution

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iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:17:09 EST 2004

- My account info
- Useful links

Home

Search

Reports

Cases

DBA - SQL

Administration

Resources

Logout

Report Options

- ☒ EEOC Form 462
- ☐ ADR Activities
- ☐ Informal
- ☐ Formal
- ☐ iComplaints

Part II - Formal Complaint Activities

Select Report to View

Select Report to View

Select Report to View

Select Report to View

Report Filter/Output Options

Period:	FY 2004	From 10/01/2003	To 09/30/2004	Help message: ☐
Level:	Agency			
Agency				
MACOM	Reserve Command			
Sub-Command				
View Report		Display As: ☒ Standard ☐ Excel ☐ Word		

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Please submit feedback and questions to [System Administrator](#)

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Address <http://army.icomplaints.com/> Go Links

Part II - Formal Complaint Activities 10/01/2003 - 09/30/2004	
1	A. Complaints on Hand at the beginning of the reporting period
5	B. Complaints Filed
0	C. Remands
6	D. Total Complaints
6	E. Complaints in Line D that were NOT consolidated
0	F. Complaints in Line E closed during report period
0	G. Complaints in Line D that WERE consolidated
0	H. Complaints in Line G closed during report period
6	I. Complaints on hand at the end of the reporting period
1	J. Individuals filing complaints
0	K. Number of Joint Processing Units from consolidation of complaints

Done

Start | Internet | Inbox - Microsoft Outlook | ICbrief | iComplaints - Microsof... | 4:20 PM

Army EEO Complaints Solution

iComplaints - Microsoft Internet Explorer provided by HQDA US Army

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Address http://army.icomplaints.com/ Go Links

iComplaints

MicroPact iComplaints System v 2.8.5.4 Mon Mar 22 16:17:09 EST 2004

- My account info
- Useful links

Home Search **Reports** Cases DBA - SQL Administration Resources Logout

Report Options

- ☐ EEOC Form 462
- ☐ ADR Activities
- ☐ Informal
- ☐ Formal
- ☒ iComplaints

Part II - Formal Complaint Activities

Select Report to View

Select Report to View

Select Report to View

Select Report to View

Select Report to View

Users by Roles

Open Inventory

Activity Summaries per FY

Closure Analysis per FY

Settlement Analysis per FY

Claim/Basis Analysis per FY

Report Period: FY 2004 From

Level: Agency

Agency

MACOM Reserve Command

Sub-Command

View Report

Display As: ☒ Standard ☐ Excel ☐ Word

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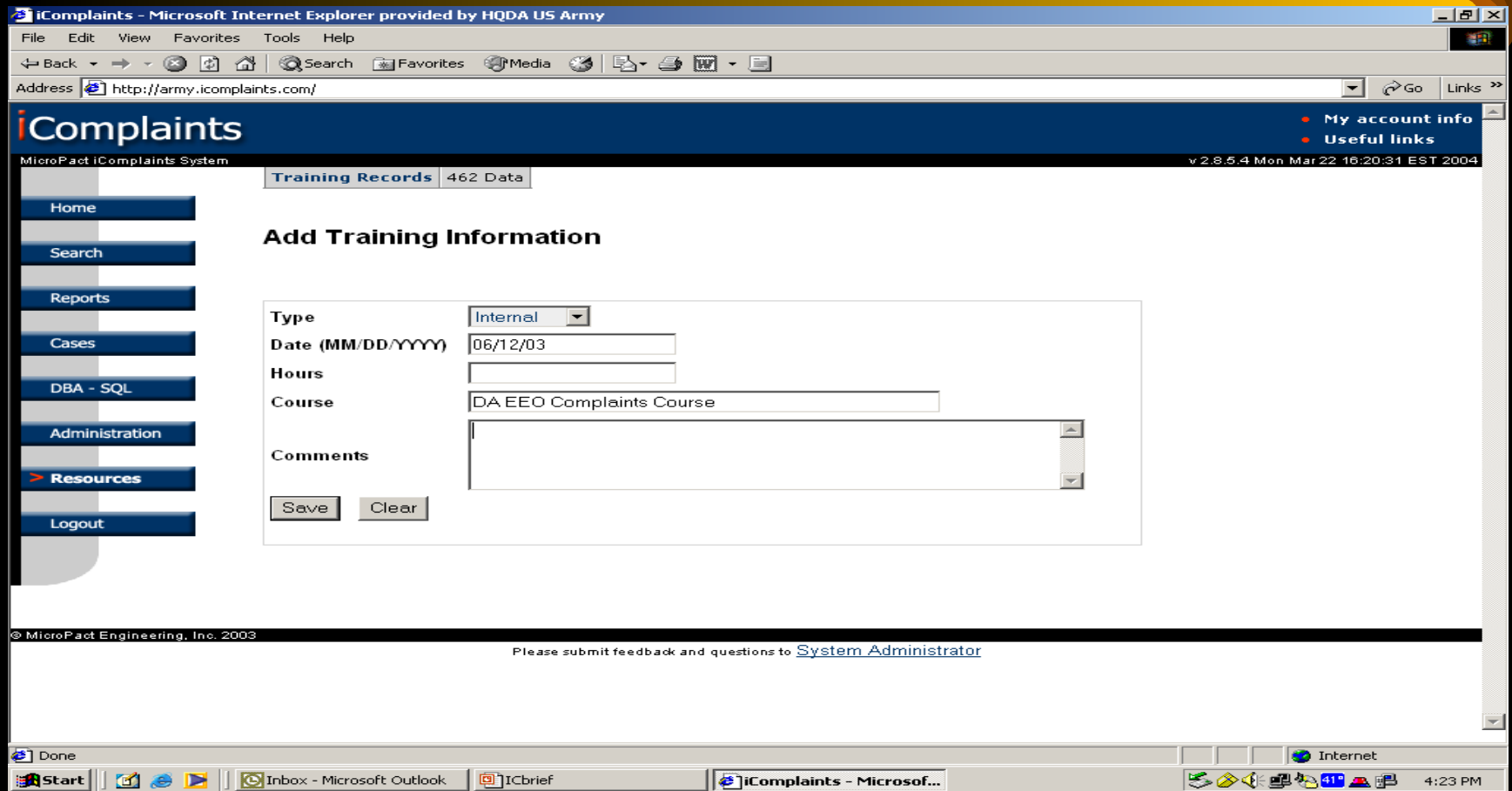
Army EEO Complaints Solution

The screenshot shows a web browser window titled "iComplaints - Microsoft Internet Explorer provided by HQDA US Army". The address bar shows "http://army.icomplaints.com/". The page has a blue header with the "iComplaints" logo and navigation links: "My account info" and "Useful links". Below the header, a status bar indicates "v 2.8.5.4 Mon Mar 22 10:19:44 EST 2004".

The main content area is titled "Training Records" and shows "462 Data". It includes a sidebar with navigation links: Home, Search, Reports, Cases, DBA - SQL, Administration, Resources, and Logout. The "Training Records" section contains the instruction: "To review/update training information, select a Counselor/Investigator below:". Below this, there is a form with a "Fiscal Year" dropdown set to "2004", a "Counselor/Investigator" dropdown menu, and "Search" and "Clear" buttons. The dropdown menu is open, showing a list of names: Collo, Robert; DElia, Jim; martin, carl; butther, robin; Nesbitt, Gina; Vyncke, Patty; and Gautier, Mike.

The footer of the page includes the copyright notice "© MicroPact Engineering, Inc. 2003" and a link to "System Administrator". The Windows taskbar at the bottom shows the Start button, several application icons, and the system clock displaying "4:22 PM".

Army EEO Complaints Solution



Army EEO Complaints Solution

The screenshot shows the iComplaints web application running in Microsoft Internet Explorer. The browser's address bar displays `http://army.icomplaints.com/`. The application's header includes the title "iComplaints" and the subtitle "MicroPact iComplaints System". A navigation menu on the left contains links for Home, Search, Reports, Cases, DBA - SQL, Administration, Resources, and Logout. The main content area is titled "Training Records" and shows a count of "462 Data". Below this, there is a form for selecting a "Fiscal Year" and a "Counselor/Investigator" (currently set to "Vyncke, Patty"). A "Search" button is present. Below the form, the "Training Records:" section displays a table with the following data:

	Type	Date	Hrs	Course
Edit	Refresher	12/12/2003	40	DA EEO Complaints Course

Below the table is a button labeled "Add New Training Record". The footer of the application includes the copyright notice "© MicroPact Engineering, Inc. 2003" and a link to the "System Administrator". The Windows taskbar at the bottom shows the Start button, several application icons, and the system clock displaying "4:24 PM".

Army EEO Complaints Solution



- Stand by for details